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JC772 U.S. PTO

FINNEGAN, HENDERSON, FARABOW, GARRETT & DUNNER, L.L.P.

1300 I STREET, N.W.

WASHINGTON, DC 20005-3315

202 • 408 • 4000

FACSIMILE 202 • 408 • 4400

ATLANTA
404•653•6400
PALO ALTO
650•849•6600

WRITER'S DIRECT DIAL NUMBER:

JCG03 U.S. PTO
09/776674
02/06/01

TOKYO
011•813•3431•6943
BRUSSELS
011•322•646•0353

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ATTORNEY DOCKET NO.: 03042.0064

CUSTOMER NUMBER: 22,852

**Box Patent Application
Assistant Commissioner for Patents
Washington, D.C. 20231**

New U.S. Patent Application

Title: CONTACT CENTER MANAGEMENT

Inventors and addresses: 1) Ian Peter Winham, Putney, United Kingdom

2) Sheena Wilson, Baltimore, Maryland

3) Jim Perkins, Omaha, Nebraska

Sir:

We enclose the following papers for filing in the United States Patent and Trademark Office in connection with the above patent application.

1. Application - 25 pages, including 1 independent claims and 18 claims total.
2. Drawings - 14 sheets of drawings containing 14 figures.
3. The filing fee is calculated as follows:

Basic Application Filing Fee					\$710	\$ 710.00
	Number of Claims		Basic	Extra Claims		
Total Claims	18	-	20		x \$18	
Independent Claims	1	-	3		x \$80	
[] Presentation of Multiple Dep. Claim(s)					+\$270	
					Subtotal	\$ 710.00
					Reduction by 1/2 if small entity	-
					TOTAL APPLICATION FILING FEE	\$ 710.00

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6. A check for \$710.00 is enclosed. The fee includes
\$710.00 filing fee.

This application is being filed under the provisions of 37 C.F.R. § 1.53(f).
Applicants await notification from the Patent and Trademark Office of the time set for
filing the Declaration.

Please address all correspondence with respect to this application to:

Finnegan, Henderson, Farabow,
Garrett & Dunner, L.L.P.
1300 I Street, N.W.
Washington, D.C. 20005-3315

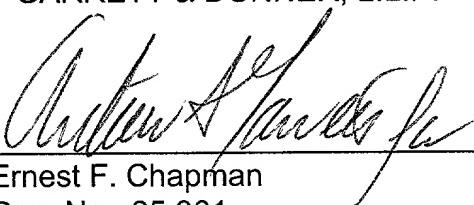
Please accord this application a serial number and filing date.

The Commissioner is hereby authorized to charge any additional filing fees due
and any other fees due under 37 C.F.R. § 1.16 or § 1.17 during the pendency of this
application to our Deposit Account No. 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,
GARRETT & DUNNER, L.L.P.

By:


Ernest F. Chapman
Reg. No. 25,961

EFC/FPD/mld
Enclosures